AVAYA

Communications Manager/Definity
System Administration – Basic

Course Information:
3 days of Administration training 9:00 a.m. – 4:00 p.m.
Classes Held at Cardinal Stritch University or at customer's location.

Audience:
System Administrators

Description:
Gain skills and the knowledge needed to administer voice terminals and system features on AVAYA Communications Manager/ S8700 / S8500/ S8300 /Definity ECS and Prologic Switches.
Administration exercises are done using **AVAYA Site Administration** software.

Course Objectives:
Describing system components (hardware and software)
- Interpreting system forms including: *Call Center BCMS Basic forms and Reports, Coverage Paths, Coverage Groups, Abbreviated Dial, Pick-up groups, Hunt Groups, Paging Groups ,Intercom groups, Stations, Route Patterns and ARS.*
- Administering voice terminals and adjuncts – (phones)
    Moving, adding, deleting, changing phones
- Understanding voice terminal features (there are over 100)
- Administering trunk features and class of restriction COR
- Administering ARS analysis (call routing)
- Administering and installing T-1's especially ISDN-pri.
- Using system management features and setting system wide parameters
- Retrieving and interpreting traffic data analysis reports
- Applying attendant console features
- Establishing security precautions
- Trouble Shooting user and equipment problems